

# PROJECT PORTFOLIO

## STUDENT VERSION

## BSBPEF502

# DEVELOP AND USE EMOTIONAL INTELLIGENCE




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Student name:	
Assessor:	
Date:	
Business this assessment is based on:	
Business objectives:	
Team objectives:	
Team members:	



## Section 1: Evaluation criteria

What is the format you have developed your evaluation criteria in?	Questionnaire (Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree)	
Which question numbers cover an evaluation of a person's empathy?	Question 2,3,4	
Which question numbers cover an evaluation of a person's ability to self-regulate their emotions?	Question 1,5,6	
Which question numbers cover an evaluation of a person's positivity?	Question 7,8,9,10	
Which question numbers cover an evaluation of a person's adaptability?	Question 11,12	
How will you measure the results? Explain how your rating or measurement for a person's emotional intelligence will be determined.	Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree	
	<input type="checkbox"/>	<a href="https://www.google.com/docs/about/2659621811">https://www.google.com/docs/about/2659621811</a>
	<input type="checkbox"/>	Your completed evaluation and results



## Section 2: Personal analysis

Student name:	Spandan Mishra
Feedback participant 1 (name and contact number)	Manish Subedi
Feedback participant 2 (name and contact number)	Prajwal Bhandari

Answer all of the questions below using the results of the evaluation in section 1 to guide your answers, and feedback from your classmates/friends/family for parts c and d.

a) Document your findings on yourself in the four areas focussed on in your evaluation in section 1 as discuss your strongest area.
I feel a deep connection to those who are less fortunate and this is important to me. I possess great emotional regulation and it's difficult for others to know what's going on in my mind. I have developed effective strategies to avoid dangerous situations. Seeing other people succeed brings me happiness and a sense of belonging. Despite my flaws, I maintain a positive outlook and have faith.
b) Reflecting on the results, identify what stood out for you in terms of what it tells you about yourself as a person.
I possess emotional strength to handle difficult decisions in my life and am able to bounce back from setbacks. I am thoughtful and do not blindly accept everything given to me. Mistakes I make are valuable lessons that I take seriously. I do not easily succumb to feelings of sadness or hopelessness.
c) Thinking about the questions asked as part of the evaluation and your learnings as part of this unit, identify five of your emotional strengths.
I aim to bring joy to others, and if my positive demeanour is misinterpreted, I adapt accordingly. I recognize my limitations and make an effort to operate within them. I can feel happy for someone's achievements even if I don't know them personally. I know when and where to express my emotions and when to keep them private. While I enjoy making new acquaintances, it is a lengthy process for me.
d) Thinking about the questions asked as part of the evaluation and your learning as part of this unit, identify five of your emotional weaknesses.
Because of my inclination towards laziness, I am not hesitant to experiment with innovative ideas. I tend to become agitated easily, particularly when I hear someone making negative remarks. Being told what to do annoys me greatly, but when given a

task, I make every effort to complete it. While I am capable of multitasking, I prefer to focus on one task at a time.

e) Explain how you believe the emotional strengths you have identified above help your workplace performance and relationships.

As someone in a leadership position, I have the freedom to make decisions that will benefit the organization. My ability to self-regulate enables me to manage my emotions and complete tasks on schedule. My optimistic outlook allows me to motivate others to work harder and fosters a positive atmosphere within the company. I am supportive of my colleagues, and as a result, I am able to witness their personal growth and accomplishments.

f) Discuss how you believe your emotional weaknesses hinder your workplace performance and relationships.

My inclination towards laziness may result in me being slow to embrace new technologies or innovative strategies that could be advantageous for the company. My preference for concentrating on one task at a time may lead to delays and negatively impact productivity. While I typically don't like being told what to do, I am willing to take on tasks if I am approached in a considerate manner.

g) Complete the following table about personal stressors at work. Identify at least four sources of stress that are most likely to result in workplace stress for you, your stress response (emotional, physical, behavioural) and actions that you can take (or have taken) to manage stress.

The table includes examples only, as there could be a wide range of responses from students.

<i>Personal stressor</i>	<i>What is your stress response</i>	<i>Actions/methods to address</i>
Examining and testing out novel ideas	Apathy or avoidance	I find that watching tutorials helps keep me motivated and encourages me to try new things while working with others
Accepting Instructions	Obstinate	Be courteous in your delivery, and remind your audience to use the word "please" whenever you make a request or stipulate a need.
Unfairly persecuted	When I think about the job, I think about nasty and inconsiderate people.	A call for fair treatment of all staff members. Showing favouritism is frowned upon.

Insufficient time and resources prevent us from completing all of the necessary tasks	Idle time is best spent messing about.	Methods of reorganization and planning forward are crucial.
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h) Review the following list of needs and choose at least three that most trigger your emotions when you don't get these needs met. Consider this question in the context of the workplace.

Acceptance	Variety
Being understood	Predictability
Being in control	New challenges
Attention	Being loved/liked
Peacefulness	Being valued
Order	Being treated fairly
Safety	Freedom
Respect	Consistency
Being needed	Being included
Being right	Autonomy
Comfort	Fun
Balance	

Now complete the table below.

Write down each need you have chosen and why this need is important to you at work.

Also give an outline of the emotions triggered in you when you don't get these needs met and ways that you can control your emotions in the face of not having your needs met.

The table includes examples only, as there could be a wide range of responses from students.

<i>Need and why this need is important to you at work</i>	<i>What is your emotional response when this need is not met?</i>	<i>Emotional control mechanism</i>
Being Treated Fairly	Temper tantrums and a labile mental state.	Keep my mind off of it by focusing on anything else; this should help me relax

Being Understood	Unfortunately, I won't be able to complete the task on time	Try to put yourself in other people's shoes so that they can appreciate my emotions.
Respect	The Organization is not Worthy of Trust.	Do my best to ignore my emotions and focus exclusively on the work at hand.
Comfort	Idle at work makes you miserable.	Attempt to readjust and appreciate the present situation.
i) What other criteria could you use other than those you created in your evaluation to determine your own emotional strengths and weaknesses?		
<ul style="list-style-type: none"> <li>False, Possibly True, and True.</li> <li>On a scale from 1 to 5, how much do you agree or disagree with the statement?</li> <li>Please indicate if you agree or disagree with each statement.</li> </ul>		





## Section 3: Personal emotional intelligence development plan

Based on the identified areas for improvement and/or gaps, list at least five activities that should improve your ability to identify and respond appropriately to a range of emotional expression through self-reflection and feedback from others.

Enter the activities in order of priority.

Identified area of emotional intelligence development	Briefly describe why you have identified this as a priority	Actions to improve area of emotional intelligence development
Self-Consciousness	A crystal-clear picture of your internal state and your current actions that might affect others is essential.	<ul style="list-style-type: none"> <li>Writing down one's emotions through journaling has been proven to enhance one's self-awareness.</li> <li>In situations where frustration arises, it is crucial to pause and regain composure before deciding on an appropriate response.</li> </ul>
Motivation	Contribute to the maintenance of a high standard of quality in every output.	<ul style="list-style-type: none"> <li>Acknowledge the significance of your job and recall the reasons for having a positive mindset.</li> <li>In the event of a failure, strive to maintain a positive outlook.</li> </ul>
Empathy or ability to feel for others.	Assist in leading a productive group by knowing everyone on it inside and out.	<ul style="list-style-type: none"> <li>Attempt to understand the perspective of others before making any judgments.</li> <li>Show consideration for each other's customs, behaviours, and methods of communication.</li> <li>Respond with positivity to the emotions expressed by others.</li> </ul>
Self-Control or ability to regulate oneself.	Help one arrive at a thoughtful and complete	<ul style="list-style-type: none"> <li>Being aware of your beliefs can aid in determining when it is appropriate to compromise and when it is not.</li> </ul>

	conclusion. It the crux of the matter self-control.	<ul style="list-style-type: none"> <li>Do not attribute your own impulsive actions during times of stress to external factors.</li> <li>Develop the ability to remain composed when under pressure.</li> </ul>
Social Aptitudes	Facilitate enhanced communication and commercial success	<ul style="list-style-type: none"> <li>Developing the ability to handle conflicts is an acquired expertise that can be attained by resolving disagreements.</li> <li>Enhance your communication proficiency.</li> <li>Collaborate and reinforce each other.</li> </ul>



## Section 4: Team emotional intelligence development plan

Complete the following tables for two team members after the roundtable discussion in the role of their team leader or manager.

Team member:	
Summary of this person as per their personality profile discussed at the round table (emotional responses, beliefs, identified strengths and weaknesses):	Despite my solid emotional grounding, I often fail to empathize with those around me. I lack the motivation to execute new ideas that could enhance my company's productivity. However, I remain optimistic and willing to tackle difficult challenges. I have always been moved by the suffering of the less fortunate, and I feel compelled to help them. I derive happiness and a sense of community from the achievements of those in my circle. My imperfections serve as a source of inspiration for me.
How can you create opportunities for this person to express their thoughts and feelings in the work team that best suits them?	<ul style="list-style-type: none"> <li>• Begin to observe and acknowledge my emotions, and utilize them as a guide for making decisions.</li> <li>• Be mindful of my actions.</li> <li>• Identify my driving forces.</li> <li>• Participate in lectures and volunteer at nearby organizations to support and assist individuals in my vicinity.</li> </ul>
How can you show consideration to this person when making decisions that affect them as their team leader?	<ul style="list-style-type: none"> <li>• Acquiring the skill of examining one's actions objectively.</li> <li>• By keeping a log of one's emotions, reactions, and impact on productivity.</li> <li>• By envisioning oneself in different scenarios and mentally rehearsing appropriate emotional and behavioural reactions.</li> <li>• Demonstrating bravery in attempting novel endeavours.</li> </ul>

Identified area of emotional intelligence development	Briefly describe why you have identified this as a priority	Actions to improve area of emotional intelligence development
Too many simple, direct routes exist.	Can be upsetting to the sentiments of other individuals.	He has to find healthy ways to communicate his emotions that don't endanger anyone else.
Self-cantered individual	Cares more about himself than about other people	Attempting to grasp another person's perspective requires putting oneself in their shoes.
How could this person build further productive relationships within the team?		
Since he discovered his way of coping with stress, he experiences less frequent outbursts of anger. When communicating with others, it is advisable to frame one's responses in a way that is unlikely to offend them. He possesses the ability to understand and share the difficulties that others are facing		
How can this person maximise their contribution to the team and increase work outputs?		
Thanks to his favourable and reliable interactions with the rest of the team, he has a more commanding position as their leader. Incorporate certain activities that promote collaboration. Aid employees in comprehending how their competencies connect to the requirements and obligations of their job.		
How can this person's strengths contribute to reaching team goals?		
To aid the team in achieving its overall objectives, each team member should utilize their strengths. Assign team tasks to employees based on their individual capabilities. When evaluating performance, emphasis should be placed on strengths.		

Team member:	Manish Subedi
Summary of this person as per their personality profile discussed at the round table (cultural behaviours, beliefs, identified strengths and weaknesses)	<ul style="list-style-type: none"> <li>• All tasks are completed promptly.</li> <li>• Enjoy socializing!</li> <li>• Attempts to exert power or influence over a situation.</li> <li>• Expect the worst-case scenario in every circumstance.</li> <li>• Prone to both depression and stress.</li> </ul>
How can you create opportunities for this person to express their thoughts and feelings in the work team that best suits them?	<ul style="list-style-type: none"> <li>• Pay close attention to what others are saying.</li> <li>• Get to know people's names and backgrounds so they can learn about yours.</li> <li>• Examine your own viewpoint.</li> </ul>
How can you show consideration to this person when making decisions that affect them as their team leader?	<ul style="list-style-type: none"> <li>• Understand that taking charge of a situation may not always be feasible; instead, emphasis should be placed on managing one's emotions.</li> <li>• By enabling him to maintain his calmness and positive outlook in the face of difficulties.</li> <li>• Assisting him in finding possible diversions is one approach to this when he is feeling low and unhappy.</li> </ul>

Identified area of emotional intelligence development	Briefly describe why you have identified this as a priority	Actions to improve area of emotional intelligence development
Situations are under control.	Nobody can possibly be responsible for everything that happens.	Calm your nerves and try to see things from other people's perspectives so you can decide whether course of action is best (yours or theirs).
Becomes depressed	As little as it may seem, even the smallest thing productivity.	Start doing something that brings you delight to take your mind off of things.

How could this person build further productive relationships within the team?

Upon discovering this new interest, he experienced an immediate improvement in his well-being. He is endeavouring to articulate his ideas to others and to comprehend theirs, but he is not attempting to control the situation according to their wishes. It's time for you to receive some training from your employer to build up your strength.

How can this person maximise their contribution to the team and increase work outputs?

Issues were raised regarding the company's strategies. Allow others to determine the most suitable solution. Provide more chances for professional or academic development.

How can this person's strengths contribute to reaching team goals?

Completing the tasks on schedule to submit them on time. Their inclination towards socializing may enable them to attract customers for their endeavours. Enhance the ability to lead and supervise a team.



## Section 5: Reflection

Answer the following reflective questions:

Which two tasks did you complete? Note, they must be different.	1. Develop your emotional IQ. 2. Stress the need of helping people grow in emotional maturity.
<b>Task 1</b>	
Outline details of the activity you completed together.	<ul style="list-style-type: none"> <li>• Observe and record the emotional responses of your colleagues.</li> <li>• Create a plan for understanding and responding to people's emotional expressions.</li> <li>• Demonstrate your ability to adapt to new situations by utilizing teamwork and cooperation skills.</li> <li>• Make decisions that consider the emotions of others.</li> <li>• Consult with influential individuals to identify areas where you can improve your emotional intelligence.</li> </ul>
How did this activity help the team to achieve team goals?	Improved recognition of personal emotional intelligence limitations and proficiency in addressing those limitations.
How did you model behaviours that demonstrate your emotional intelligence during this task? Provide at least two examples.	<ul style="list-style-type: none"> <li>• Delivered the material and requested input by utilizing appropriate verbal and nonverbal signals.</li> <li>• Exhibited effective listening and questioning skills to gather the perspectives of others and clarify or validate understanding.</li> </ul>

How did this activity align with the policy/procedures of the business?	<ul style="list-style-type: none"> <li>Establish guidelines for evaluating personal emotional strength and susceptibility.</li> <li>Conduct an investigation into personal triggers, incorporating input from outside experts.</li> <li>Monitor and assess interpersonal interactions with colleagues through record-keeping.</li> </ul>
How did both of your team members contribute towards the team goal in an individual capacity?	<p>Team member 1:</p> <p>He discovered a way to distract himself and now doesn't get angry as frequently. Adjust his language to have a positive impact on others rather than negative. Capable of understanding and sharing the difficulties faced by others.</p>
	<p>Team member 2:</p> <p>He needs to overcome his fear of the worst possible outcome, no matter what the situation is. He should adopt a more positive attitude and feel proud of his achievements. A plan was formulated to improve emotional intelligence. The team's ability to collaborate was enhanced by her skilful communication of information.</p>

Task 2	
Outline details of the activity you completed together.	<ul style="list-style-type: none"> <li>Introduce ways to encourage employees to share their opinions and raise concerns during work.</li> <li>Implement programs that educate individuals about the importance of their emotions and actions in the workplace.</li> <li>Follow established company policies when performing assigned tasks and utilizing assigned opportunities.</li> </ul>



How did this activity help the team to achieve team goals?	The ability to enhance emotional intelligence and overcome obstacles has been improved.
How did you model behaviours that demonstrate your emotional intelligence during this task? Provide at least two examples.	<ul style="list-style-type: none"> <li>Adapts their communication style to set a positive example, establish trust and build strong relationships, and enhance their knowledge of emotional intelligence.</li> <li>Encourages learning through questioning and involving others to increase everyone's emotional intelligence.</li> </ul>
How did this activity align with the policy/procedures of the business?	<ul style="list-style-type: none"> <li>Create a plan to manage emotional expressions and execute it accordingly.</li> <li>Develop skills and strategies that foster flexibility and empathy in your interactions with others.</li> </ul>
How did both of your team members contribute towards the team goal in an individual capacity?	<p>Team member 1:</p> <p>Each team member should utilize their individual abilities to help the team achieve its collective goals. Assign team tasks based on each member's strengths. Discuss and evaluate performance, emphasizing achievements.</p>
	<p>Team member 2:</p> <p>Completing tasks in a timely manner as assigned. Engage in enjoyable activities to potentially attract business. Improve skills for managing and leading a group.</p>